DIGITAL CBS

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2021 Expert Meeting on Dissemination and Communication of Statistics

11th October 2021

What is our Main role?

To Provide
the right information
at the right time
to the right user

Users of official statistics and their data needs

Increasing need for processing and aggregation of raw data

Increasing complexity and detail of data needs

Media, general public

International policies, international organizations

Decision makers, analysts, NGOs and civil society

Producers of statistics or information services

Scientific community and researchers
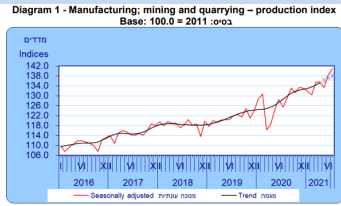
How we entered the digital age?

Old Website

New Website

Old statistical Publications

New statistical Publications

Old Diagrams and Graphics

Infographics, videos and Social Networks

Old Tables, files

Databases and Generates

Israel Central Bureau of Statistics

Is it enough?

NO

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What we did and what we found ?

What we did?

Internal and External Analysis
- Interviews with managers and employees
- Interviews with users
- Mapping existing business processes

Benchmark International Research
- Examination of alternative business processes
- Review and study modernization documents In these countries
- Review of strategic plans in other statistical offices

What we found?

- Significant insights of **users' perception of our role**

- Insights related to improvement of **work processes, management routines and Organizational culture**

- Requirements for improving and upgrading the products and the **service channels**

What Next?

Digital Strategic plan for the next years

- Organizational change

- Structural change

- Technological change

How will it work?

Promoting and emphasizing the uniqueness of the CBS and the value of official statistics

Enhancing R&D and innovation

- Establishment of a data science laboratory and an innovation center
- Developing the use in machine learning, Big-data, web-scraping

Standardization and aggregation of data production processes

Enhancing data management in a horizontal infrastructure

Establishment of a Data Lake

Providing a more effective response to the users' needs

Promoting the perception of the customer in the center

- Implementation of CRM
- Implementation of BRM
- Creating SLA
- Constant upgrading of the Website

What will be considered a success?

KPI's for success

- Shortening the time required to receive data
- Upgrading the quality of the products and services
- Development of new products in light of the needs
- Elimination of irrelevant products
- Improving the user experience among costumers
- Switching from manual to automatic processes
- Implementation of a working program in a horizontal way
- Higher specialization in the fields of work

Thank You!